OIPE JC95 OCT 14 2003 PATENT & TRADEMARK OFFICE

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	Franklin et al.
Serial No.	10/649,043
Filing Date:	August 18, 2003
Title:	*System and Method for Customized Intelligent Contact Routing*

MAIL STOP: PETITIONS
Commissioner For Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

CERTIFICATE OF MAILING
BY EXPRESS MAIL

I hereby certify that this communication is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" under 37 C.F.R. § 1.10 on the date indicated below and is addressed to Commissioner For Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

Willie Jiles

Willie Jiles

Date: October 14, 2003.

Exp. Mail Receipt No. EV 324626415 US

Dear Sir:

Petition to Make Special Under 37 C.F.R. § 1.102(d)

Applicants submit this Petition under 37 C.F.R § 1.102(d) to make this Application special.

Pre-Examination Search

The professional search firm Intellectual Property Concerns, Inc., has made a pre-examination search. The search included Class 379, Subclasses 219, 220.01, 221.05, 221.08, 221.14, and 265.02. Foreign patents and literature were also searched. In addition, Applicants performed a keyword search of the patent database at the United States Patent and Trademark Office website, www.uspto.gov.

The searches uncovered the following references:

1. U.S. Patent No. 6,480,597
Inventors: George Kult and Sharadeha Vijay
Title: *Switch Controller for a Telecommunications Network*

2. U.S. Patent No. 6,556,671
Inventor: Alexandre Beaubois
Title: *Fuzzy-Logic Routing System for Call Routing Within Communication Centers and in Other Telephony Environments*

3. U.S. Patent No. 6,560,329
Inventors: Lawrence J. Draginich et al.
Title: *Automated Call Routing System*

4. U.S. Patent No. 5,878,130
Inventors: G. Wayne Andrews et al.
Title: *Communications System and Method for Operating Same*

5. U.S. Patent Application Publication No. US 2002/0076031
Inventors: Roland Falcon and Richard Cherry
Title: *Multiple Client Remote Agent Network Method*

6 U.S. Patent No. 5,953,406
Inventors: David L. LaRue et al.
Title: *Generalized Customer Profile Editor for Call Center Services*

Detailed Discussion of the References

U.S. Patent No. 6,480,597 discloses a switch controller that provides an interface between a public switched telephone network and intelligent services network components. The switch controller controls the operation of one or more programmable switches that accept calls from the public switched telephone network. Intelligent service network components are used for enhanced service processing, interconnection to external networks, and other call functions. The switch controller includes a switch controller application program. Within the switch controller application program are multiple routines that perform call processing. The design of the switch controller application program hides vendor-specific processing and service-specific processing from routines not needing the vendor-specific and service-specific details.

U.S. Patent No. 6,556,671 discloses a fuzzy-logic routing system for routing communications events to agents working a telephony environment. The routing system uses parsed input taken from communications events upon arrival of those events to a telephony switch or IP data router to create needs expressions which reflect the intended purposes of originators of the communications events. The system, using the needs expressions, performs a data search in a repository containing capabilities expressions which reflect capabilities of service agents and/or automated systems responsible for handling the communications events. Upon suitably matching a needs expression with a capabilities expression, the system then routes the associated communications event to the associated agent. The system may be integrated to CTI Telephony Systems, Data Network Telephony Systems, or a combination thereof.

U.S. Patent No. 6,560,329 discloses an automatic call distribution system that routes calls from a communications network that provides call arrival data and a controllable routing capability. The system includes several agent stations, a call server, and a routing controller. Each agent station has a processor and a communication element to receive calls routed there too. The call server uses telephony lines to receive the call arrival data and to direct the routing capability of the network. The call server has a caller prompting unit to request and receive information from a caller. The caller server generates call information from the caller and/or the call arrival data. The routing controller receives agent status data from the agent stations and the call information and selects an agent station from the call information and the agent status data. The routing controller causes the call server to direct the network to route the call to the selected agent station.

U.S. Patent No. 5,878,130 discloses a communications system and method for automatically making telephone routing decisions with "global authority" based upon information gathered in real time from the entire communication system and global optimization criteria. The system and method permit unified central control and management for the entire system.

U.S. Patent Application Publication No. U.S. 2002/0076031 discloses a method for distributing a customer-initiated call placed with a compact center to one or more remotely located agents trained to service calls for one or more contact centers. The method includes receiving the customer-initiated call at a contact center; deriving an array of caller information from the customer-initiated call; transmitting the array of caller information to a coordination center servicing one or more contact centers; identifying at least one remotely located agent trained and authorized to receive said customer-initiated call for the contact center; directing the customer-initiated call to the identified remotely located agent; the coordination center tracking the number of calls received by the remotely located agent for the contact center and providing payroll services for the contact center on behalf of the remotely located agent; the coordination center maintaining statistical records of each customer-initiated call and providing the statistical records to the contact center; establishing simultaneous communication between the coordination center, the remotely located agent, and the contact center; monitoring the content of communications taking place in the customer-initiated call and providing access to the content to the contact center; and the contact center rendering assistance to a remotely located agent.

U.S. Patent No. 5,953,406 discloses a profile editor for creating and editing customer profiles. The customer profiles hold information regarding customers of a call center. Each customer profile encapsulates information regarding call flow of a call serviced by the call center on behalf of the customer. For example, a customer profile may hold product information, pricing information, shipping information, call flow information, scripts, and other information for a customer that may be used by an operator to service a call on behalf of the customer. The profile editor may also include a test operator console program to test how an operator console program that is used to assist an operator in servicing calls on behalf of a customer in the call center will use a customer profile.

Applicants' Claims are Patentable Over the References

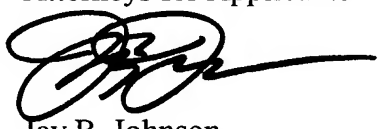
Applicants' claims recite limitations that are not disclosed, taught, or suggested in the above references, whether the references are considered individually or in any combination. As an example, none of the references discloses "the classification engine is operable to determine a classification to be used in handling a contact by applying a set of classification rules." As another example, none of the references discloses, teaches, or suggests "the intelligent contact manager is operable to select an appropriate service and an appropriate target for a contact based upon the classification determined by the classification engine." As yet another example, none of the references discloses, teaches, or suggests "applying a predetermined set of classification rules to data known about a contact to determine a classification for the contact" and "returning the classification to the customer contact client." As yet another example, none of the references discloses, teaches, or suggests "targeting a service node to provide a service selected to provide the selected service to the contact" and "delivering the selected service to the contact at the targeted service node." Accordingly, for at least these reasons, Applicants' claims are patentable over the references discussed above.

Conclusion

Under 37 C.F.R § 1.102(d), Applicants respectfully request that this Application be granted special status. Enclosed is a check in the amount of $130.00 for this Petition. The Commissioner is hereby authorized to charge any fee and credit any overpayment to Deposit Account No. 02-0384 of Baker Botts L.L.P.

Respectfully submitted,

BAKER BOTTS L.L.P.
Attorneys for Applicants



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Date: October 14, 2003.

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